

## **Voluntary Benefits Assistant Director**

Tennessee Department of Finance and Administration  
Benefits Administration  
Location: Nashville, Tennessee

### **Career Opportunities Available in Tennessee State Government**

The Division of Benefits Administration (BA) within the Department of Finance and Administration is responsible for the day-to-day management of the State Group Insurance Program. BA staff administers multiple insurance plans for employees, retirees and dependents of three separate groups -- state agencies and higher education institutions, local education agencies and local governments -- that cover nearly 300,000 individuals.

The Voluntary Products Assistant Director has primary responsibility for supporting and acting as a backup to the Director of Voluntary Benefits in the delivery of quality and cost effective voluntary benefits. The products within the director's scope include Vision, Dental, Long-Term Care, Life Insurance, Medicare Supplement and Disability. In this role, the Assistant Director will focus on day-to-day operational issues for all voluntary products. Such activities include managing member eligibility and benefit issues; participating in vendor meetings; reviewing and editing member materials and communication pieces; researching and analyzing program policies; and preparing meeting or presentation materials. The Assistant Director will assist the Director as needed on strategic items such as benefit research and design, data analysis, and procurement development and contract implementation.

#### **Primary Responsibilities**

- Acts as a liaison between members and the vendor to ensure member questions and inquiries are resolved quickly, equitably and courteously;
- Responds to, researches and resolves voluntary benefit requests and inquiries from ABCs;
- Participates in vendor implementation/status meetings to ensure efficient delivery of voluntary benefits;
- Updates and maintains dashboards with key metrics for each of the voluntary products for delivery to the Director;
- Works with the communications team to ensure creation and distribution of accurate member information and materials;
- Researches and recommends quality improvement initiatives for the voluntary benefits;
- Assists with staying abreast of legal/compliance regulations effecting the voluntary programs;
- Assists in the preparation, communication and presentation of voluntary benefits reports to the State, Local Education, and Local Government Insurance Committees;
- Assists the Director with the design and execution of procurement documents for the provision of voluntary benefits;
- Serves on voluntary benefit competitive procurement review teams;
- Assists the Director with research of industry trends, best practices and innovative voluntary plan designs;
- Assists the Director in the development of policies and procedures for implementing voluntary programs and services;
- Serves as a content expert and as primary back-up to the Director;
- Represents the Director where authorized and as appropriate.

## **Customers**

- Evaluates customer satisfaction and uses it for improvements in products and services;
- Acts with customers in mind; establishes and maintains effective relationships with customers; and
- Represent Benefits Administration in a positive manner by maintaining a service oriented attitude.

## **Formal Education & Experience**

- An undergraduate degree in health administration, business studies, or related field, is required.
- Three plus years of experience with a large employer or insurance company in designing, planning, implementing, and monitoring voluntary benefits programs, policies, and procedures is required.
- Experience with and knowledge of various life insurance programs is required (e.g. reserves, types of life insurance, typical policy provisions, waiver of premium, continuation, etc.)
- Certified Employee Benefits Specialist, Fellow Life Management Institute, or other insurance benefits industry recognized certification is preferred.

## **Competencies**

Must show strong, proven, independent capabilities in the following competencies:

- Integrity and Trust
- Problem Solving
- Customer Relationships (Focus)
- Action Oriented
- Self-Development
- Time Management
- Functional/Technical Skills
- Innovation Management
- Planning
- Comfort Around Higher Management
- Learning on the Fly
- Priority Setting
- Presentation skills
- Written communication

## **Knowledge, Skills, Abilities**

- Customer and Personal Service
- Critical Thinking
- Speaking
- Writing
- Complex Problem Solving
- Time Management
- Inductive Reasoning
- Judgment and Decision Making
- Deductive Reasoning

Please send resume and contact information to: [Bob.Smith@tn.gov](mailto:Bob.Smith@tn.gov)

## **The State of Tennessee is an Equal Employment Opportunity Employer.**

The State of Tennessee complies with Title VI of the Civil Rights Act of 1964 (42 U.S.C. 2000d et seq.), which states that "no person in the United States shall, on the ground of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance." Any person who believes that discrimination has occurred by a state agency on the basis of race, color or national origin, including limited English proficiency (LEP), in violation of Title VI may file a written complaint with the Tennessee Human Rights Commission. Complaints must be filed within 180 days of the alleged discriminatory act. Complaints may also be filed with the state or federal agency involved, or the United States Department of Justice. For more information, please contact the Tennessee Human Rights Commission.